



# Massachusetts Health Quality Partners

## **Presentation to the MA Health Care Quality & Cost Council Transparency Committee**

Barbra Rabson, MHQP

John Phelan, Milliman

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# Deliverables Included in Task 1 Report

- 1.A Review of Consultant's Work on Both Quality and Cost
- 1.B Measuring Disparities in Quality Gap Analysis
- 1.C Review Council's Existing Website: Measures and Display

# Quality Measures

- Consultants examined measures
  - Currently on website
  - Displayed on other websites
- Scoring methods and benchmarks were examined to be
  - retained, or revised to reflect a ‘best practice’
- Summary measure methodology

# Cost and Utilization Measures

- Provider, payer, and consumer perspective on what cost means
- Strength and weakness assessment of QCC to other websites
  - Measures
  - Benchmarks
  - Databases
  - Commercial Data Analysis Tools and Warehouses
  - Databases
  - Claim Cost Groupers

# Cost and Utilization Measures

- Recommendations and Conclusions
  - Key findings and recommendations
  - Implications for next step

# Racial Ethnic Disparities in Care

- Initial focus is on quality measures currently reported on the Council's website
- Feasibility of stratification of hospital inpatient quality measures by race/ethnicity
  - Very limited at the hospital level and for smaller communities
  - Feasible for some conditions and procedures at regional level
- More opportunities to examine R/E disparities in outpatient care at the community level
  - Recommendations for outpatient quality measures will include analysis of disparities

# Current Website Measures that Could Likely be Analyzed by R/E

- **Pneumonia**
  - Data may support comparisons
- **Surgical Infection Rates**
  - Rates for MA population should be large enough
- **Surgical Infection Prevention -timely receipt/discontinuance of antibiotics**
  - Sample sizes for analysis by Race/Ethnicity should be adequate for a large proportion of MA hospitals

# Gap Analysis

- Note all gaps in quality and cost measures in current plan
- List all currently publicly reported measures that might fill this gap to assess at a later point in the project



# Review of QCC Website Display

- Reviewed over 100 US and UK websites
- Established criteria for evaluation based on studies, our expertise and QCC's strategic direction
- Evaluation of current Website
  - What works well
  - What works less well

# What works well

# Welcome Page

[For Physicians & Providers](#) [For Insurers & Employers](#)

# MyHealthCareOptions™

A Health Care Resource Provided by the Commonwealth of Massachusetts Health Care Quality and Cost Council



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## Choose your healthcare with confidence.

**This site will help you learn about the quality & cost of health care.**

This website can help you answer questions such as:

- My doctor sees patients at two hospitals. Which one should I use?
- Would I get better care for this health problem at my local hospital or a large medical center?
- How does this hospital compare to others for the treatment I need?
- I pay for some of my health care. How can I get quality care at the best price?

➤ **Find and compare quality and costs at Massachusetts hospitals**

**Your Location**

Health Care Provider

Medical Condition or Procedure

Find a hospital that is convenient to you by entering your location and a maximum distance you can travel.

Your City, County, or Zip:

Ex: 02139; Cambridge, MA

Search Within:



[Home](#) [Patients & Families](#) [About The Ratings](#) [Frequently Asked Questions](#) [Resources & Tools](#) [About Us](#)

# Level of information provided on measures and measure calculation is not found on many other sites

Home Page > Search Results > Comparison of Providers

Comparison of Providers

Start a New Search

Bookmark

Choose a Topic

- Patient Safety
- Patient Experience
- Surgical Care
- Bone and Joint Care
  - Back Procedure
  - Hip Fracture
  - Hip Replacement
  - Knee Replacement
- Digestive System
  - Gall Bladder
  - Intestinal Surgery
  - Weight-loss Surgery
- Heart Care
  - Angioplasty
  - Bypass Surgery
  - Heart Attack
  - Heart Failure
  - Heart Valve Surgery
  - Stroke
- Obstetrics
  - Cesarean Section
  - Normal Newborn
  - Vaginal Delivery
- Respiratory
  - COPD
  - Pneumonia
- Outpatient Diagnostic Procedures
  - Cardiac Testing
  - CT Scan
  - Mammogram
  - MRI
  - Ultrasound
  - X-Ray
- Outpatient Radiation
  - Radiation Treatment

**Patient Safety (Show Details)**

A number of hospital procedures can help reduce the risk of treatment errors to patients. This measure reports on nationally accepted measures that should reduce the risk of treatment errors. (more)

**Patient Safety Practices**

	Beth Israel Deaconess Medical Center	Brigham & Women's Hospital	Cambridge Health Alliance - Cambridge Hospital	Dana Farber Cancer Institute
Quality Rating	★★★★★	★★★★★	★★★	★★★★★
Statistical Significance	We cannot calculate statistical significance for this measure			

**Use of Intensivist Physicians in Intensive Care Units (ICUs)**

	Beth Israel Deaconess Medical Center	Brigham & Women's Hospital	Cambridge Health Alliance - Cambridge Hospital	Dana Farber Cancer Institute
Quality Rating	★★★★★	★★★★★	★★★★★	N/A
Statistical Significance	We cannot calculate statistical significance for this measure			

**Requires staff to use computers to order medications, tests and procedures**

	Beth Israel Deaconess Medical Center	Brigham & Women's Hospital	Cambridge Health Alliance - Cambridge Hospital	Dana Farber Cancer Institute
Quality Rating	★★★★★	★★★★★	★★★	★★★★★
Statistical Significance	We cannot calculate statistical significance for this measure			

# Content Design

For Physicians & Providers

For Insurers & Employers

MyHealthCareOptions™

A Health Care Resource Provided by the Commonwealth of Massachusetts Health Care Quality and Cost Council

For Patients & Families

About The Ratings

Frequently Asked Questions

Resources & Tools

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Home Page > Search Results > Comparison of Providers

Comparison of Providers

Start a New Search

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Choose a Topic

Patient Safety

Patient Experience

Surgical Care

Bone and Joint Care

Back Procedure

Hip Fracture

Hip Replacement

Knee Replacement

Digestive System

Gall Bladder

Intestinal Surgery

Weight-loss Surgery

Heart Care

Angioplasty

Bypass Surgery

Heart Attack

Heart Failure

Heart Valve Surgery

Stroke

Obstetrics

Cesarean Section

Normal Newborn

Vaginal Delivery

Respiratory

COPD

Pneumonia

Outpatient Diagnostic Procedures

Cardiac Testing

CT Scan

Mammogram

MRI

Ultrasound

X-Ray

Outpatient Radiation

Radiation Treatment

Obstetrics: Normal Newborn (Show Details)

Quality and cost of normal newborn varies by hospital. The reason to know about this is that someday you, or someone you care about, may need to decide which hospital to go to for normal newborn. You can make a more informed choice when you know about quality and cost and then discuss this with your doctor.(more)

Diagnostic classification: Normal Newborn (APR-DRG 640)

Quality of Care (more)

There is no standard quality data available for this condition.

Cost of Care (more)

	Boston Medical Center	Cambridge Health Alliance - Cambridge Hospital	Caritas St. Elizabeth's Medical Center	Mount Auburn Hospital
Cost Rating	\$\$	\$	\$\$\$	\$\$
Statistical Significance	Not different from Average Cost	Below Average Cost	Not different from Average Cost	Below Average Cost

Boston Medical Center	Cambridge Health Alliance - Cambridge Hospital	Caritas St. Elizabeth's Medical Center	Mount Auburn Hospital
remove	remove	remove	remove

Legend

★

Hospitals have a rate in the bottom 15%. Their rate is worse than 85% of all hospitals in the state.

★★

Hospitals are below average, but not in bottom 15%. Their rate is above 15% but below 50% of all hospitals in the state.

★★★

Hospitals perform better than average but are not in the top 15%. Their rate is above 50% but below 15% of all hospitals in the state.

★★★★

Hospitals have a rate in the top 15%. Their rate is better than 85% of all hospitals in the state.

N/A

Not enough information was reported.

Click on the Show Details link for more Information on this Provider.

Above Average Quality

We are 95% sure that the hospital performs better than state average quality.

See Details

The hospital performs in the average range. For a hospital with a small number of cases, we may not have enough information to be sure that the hospital's performance is Above Average Quality or Below Average Quality.

Below Average Quality

We are 95% sure that the hospital performs worse than state average quality.

Legend

\$

The hospital is among the least costly. This cost is lower than 85% of all hospitals in the state.

\$\$

The hospital cost is below average. This cost is above 15% but below 50% of all hospitals in the state.

\$\$\$

The hospital cost is above average. This cost is above 50% but below 85% of all hospitals in the state.

\$\$\$\$

The hospital is among the most costly. This cost is higher than 85% of all hospitals in the state.

N/A

Not enough information was reported.

Click on the Show Details link for more Information on this Provider.

Above Average Cost

We are 95% sure that the hospital's cost is above state average cost.

See Details

The hospital's cost is in the average range. For a hospital with a small number of cases, we may not have enough information to be sure that the hospital's cost is Above Average Cost or Below Average Cost.

Below Average Cost

We are 95% sure that the hospital's cost is below state average cost.

Return to Search Results

**MHQP**  
MASSACHUSETTS  
HEALTH QUALITY PARTNERS  
*trusted information. quality insights.*

# Several Aspects of Reporting Work Well

- Use of paid claim data rather than billed charge data
  - provides a more meaningful basis for hospital comparisons, since charges, in many cases, can be significantly above actual payment levels for a procedure
- Explanation of statistical methods for calculations.
  - Important that it is there
  - Some potential for improvements in the wording to make the explanations more easily understood

# Additional Areas that Work Well

- Risk-adjusted hospital comparisons permit more meaningful comparisons between hospitals
- Side-by-side comparison of data from selected hospitals aids in analyzing differences
- Minimum sample size of 30 cases before display of findings supports more appropriate, statistically-significant comparisons

# What works less well



# Home Page Assumes Understanding of Quality and Cost Information

- Include a “What is quality” & a “What is cost” section as bulleted questions on homepage
  - hyperlink to more detail “What is quality?” and “What is cost?” questions in the FAQ section
- Add a question mark icon after “Find and compare quality and costs at MA hospitals” to lead user to “about the ratings”, which can explain why cost and quality do not show for every measure


# Site Needs Explanation of How to Use Data

- Add section specific to each measurement area on how to use data when talking to your doctor
- Add fact that this info is only a part of the picture of the value offered by each provider
- Explain and acknowledge that the responsibility may be shared
- Add links to sites that explain what the provider organization can do to improve its performance

# Welcome Page Alternative

## Minnesota Hospital Quality Report

[HOME](#)[ABOUT US](#)[MEASURES](#)[RESOURCES](#)[CONTACT](#)



HELPING YOU EVALUATE THE QUALITY OF CARE IN MINNESOTA HOSPITALS

*You, the consumer, play a key role in making decisions about hospital care. You can be an active and involved partner in your care — but you need information. That's where this site comes in. The Minnesota Hospital Quality Report provides information to help you evaluate the quality of care of hospitals in your area.*

Welcome to the Minnesota Hospital Quality Report, a site with information by hospitals on quality of care and patients' experiences. Consumers can use this information to help make decisions about future hospital care. The site includes two different types of information:

### 1. How Hospitals Perform on Quality

This site gives you a snapshot of hospitals' performance in five key areas: **heart attack, heart failure, pneumonia, infection reporting and surgical care.** Performance is displayed through "quality of care" measures. These measures describe how often certain practices of care have been followed.

Another way to look at performance is through the Appropriate Care Measure (ACM). A more patient-focused measure, the ACM shows whether a patient received ALL of the "appropriate or right care" (recommended treatments) that they should have received, based on their clinical condition. Each patient is unique and may not be eligible for every type of care for a condition. The ACM takes patient individuality into consideration, looking at one patient and their episode of care, related to their specific condition.

### 2. How Patients Rate their Care

For the first time, comparable ratings on patients' hospital experiences is publicly available. A national survey, completed by patients, measures the frequency of important aspects of care, such as communication with nurses and doctors as well as pain management.

### Using quality information

It is worth noting that a hospital's quality is more than just the sum of these particular measures. Hospitals provide care for many other illnesses and conditions not addressed on this Web site. The information provided here can help you start a conversation with your health care providers about getting the care you, your family or friends need. Click [here](#) for information about other sources of information about hospital quality, and how you can put it to use.

### To Start

Choose of these two options

[One Hospital](#)

To see the performance of a particular hospital

[Compare Hospitals](#)

To compare performance between hospitals

# About the Rates Has Good Information But Not at Consumer Level

- Consumer-Friendly Language

**About The Ratings**

The Massachusetts Health Care Quality and Cost Council (HCQCC) created this website by taking ratings from other recognized organizations and by calculating some new ratings from our own Massachusetts health care database. We have tried to make these ratings easy for patients to understand, and also useful to doctors, hospitals, policy makers, and others.

**How did you choose the quality and cost measures for the website?**

The HCQCC has adopted these principles to guide our work on the ratings:

**Principles for Selecting Quality Measures**

The Council shall use the following principles to select quality measures for public reporting through its website and other media.

1. Wherever possible, measures should be drawn from nationally accepted standard measure sets.
2. The measure must reflect something broadly accepted as meaningful to providers or patients.
3. There must be empirical evidence that the measure provides stable and reliable information, and that the data sources and sample sizes are sufficient for accurate reporting at the level chosen.
4. There must be sufficient variability or insufficient performance on the measure to merit attention.
5.
  1. There must be empirical evidence that the measured entity (clinician, site, group, institution) is associated with a significant amount of the variance in the measure. The measures offered for providers should, in total, be representative of a significant proportion of their practices. OR
  2. The measure is important for patients or communities, even though a clear consensus on accountability for performance has not been determined.
6. Providers should be informed about the development and validation of the measures and given the opportunity to view their own performance, ideally for one measurement cycle, before the data are used for public reporting. Where feasible, providers should be permitted to verify data and offer corrections.

**Principles for Selecting Cost Measures**

1. The Council should publish a comprehensive and inclusive set of cost measures that reflect sufficient volume and relevance to be useful to an intended audience: consumers, employers, providers, insurers or

**Contact Information**

**Health Care Quality & Cost Council**  
2 Boylston Street, 5th Floor  
Boston, MA 02116  
Tel: 617-988-3360  
Fax: 617-727-7662  
hqcpc@massmail.state.ma.us

**WCHQ Wisconsin Collaborative for Healthcare Quality**

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**> Overview**

- > Our Model
- > BQI Project
- > Measurement & Improvement Categories
- > Sources for Information
- > Economic Efficiency

**Our Measures**

Our *Performance & Progress Report* is a broad and growing collection of healthcare *performance* measures by which our healthcare provider organizations have agreed to be compared. Each measure represents a specific aspect of care for a defined period of time to provide a "snapshot" of a healthcare organization's performance in relation to an evidence-based standard - and in relation to one another.

**An Established Patient Registry**

WCHQ has acquired extensive experience in performance measurement at the physician group level, including the complexities of measurement testing, data aggregation, and public reporting displays.

One of the greatest challenges to quality measurement in the outpatient setting is that physicians and physician groups care for multiple patients from multiple payers, so data from any one source is incomplete. Patients often maintain a relationship with their physician through several payer changes. Because "eligibility" is defined by insurers/ payers, not physicians, a new approach is necessary for measuring quality among physicians and physician groups.

Physicians, data analysts and quality specialists from WCHQ membership have developed ambulatory care measure specifications, which marry administrative data with more robust clinical results. This makes it possible for a health system to collect and report quality of care results on all patients under their care.

For more information on the WCHQ measures and methodology, [contact us](#).

# Pages with Only Cost Results Can Have Negative Consequences

- Consumers' misunderstanding of relationship between quality and cost
- To reduce negative impact, state on each page:
  - *Higher costs do not necessarily represent better quality. In fact some research has shown that both high-cost and low-cost providers can give excellent health care and both high- and low-cost providers can give poor quality health care.*

# Details that Would Help Consumer in Making Decisions

- Add data on annual frequency a procedure is performed at each hospital
  - Utilization volume can be an important predictor of care quality as well as the reliability of the cost data presented.
- Add capability for users to enter their insurance information and receive a more precise cost estimate (long term)

# Summary Scores can be Deceptive

- Be clear on what summary scores represent
- Provide details of how summary scores are created
- When quality stars are based solely on mortality rates, make that explicit on summary page



# Relationship Between Symbols & Statistical Significance is Confusing

## Cost of Care: Chest X-Ray (more)

	<a href="#">Hallmark Health Systems - Lawrence Memorial Hospital</a>	Hallmark Health Systems - Melrose Wakefield Campus	Lahey Clinic	Winchester Hospital
Cost Rating	\$\$	\$\$	\$\$\$	\$\$\$
Statistical Significance	Below Average Cost	Below Average Cost	Below Average Cost	Below Average Cost

## Bone and Joint Care: Hip Fracture (Show Details)

Hip fracture treatment quality and cost varies by hospital. The reason to know about this is that someday you, or someone you care about, may need to decide which hospital to go to for hip fracture treatment. You can make a more informed choice when you know about quality and cost and then discuss this with your doctor.(more)

Diagnostic classification: Hip Fracture (APR-DRG 308)

## Quality of Care (more)

	<a href="#">Hallmark Health Systems - Lawrence Memorial Hospital</a>	Hallmark Health Systems - Melrose Wakefield Campus	Lahey Clinic	Winchester Hospital
Quality Rating	★★	★★★★	★★★★★	★★★★
Statistical Significance	Not different from Average Quality	Not different from Average Quality	Not different from Average Quality	Not different from Average Quality

## Heart Care: Heart Attack (Show Details)

Heart attack treatment quality and cost varies by hospital. The reason to know about this is that someday you, or someone you care about, may need to decide which hospital to go to for heart attack treatment. You can make a more informed choice when you know about quality and cost and then discuss this with your doctor.(more)

Diagnostic classification: Heart Attack (APR-DRG 190)

## Quality of Care (more)

	<a href="#">Brigham &amp; Women's Hospital</a>	<a href="#">Caritas St. Elizabeth's Medical Center</a>	<a href="#">Massachusetts General Hospital</a>	<a href="#">Mount Auburn Hospital</a>
Quality Rating	★★★★★	★★★★	★★★★	★★★★
Statistical Significance	Above Average Quality	Above Average Quality	Above Average Quality	Not different from Average Quality

## Cost of Care (more)

	<a href="#">Brigham &amp; Women's Hospital</a>	<a href="#">Caritas St. Elizabeth's Medical Center</a>	<a href="#">Massachusetts General Hospital</a>	<a href="#">Mount Auburn Hospital</a>
Cost Rating	Data is available from too few hospitals to assign dollar sign ratings. See details.			
Statistical Significance	Above Average Cost	N/A	Above Average Cost	N/A



# Other Websites Use Symbols that are Easier to Understand

**CalHospitalCompare.org** A service of the California HealthCare Foundation  
Rating Hospital Quality in California

EN ESPAÑOL HOME RESOURCES & TOOLS ABOUT US CONTACT US

Hospital Comparison Search:  Enter county, city, or Zip code

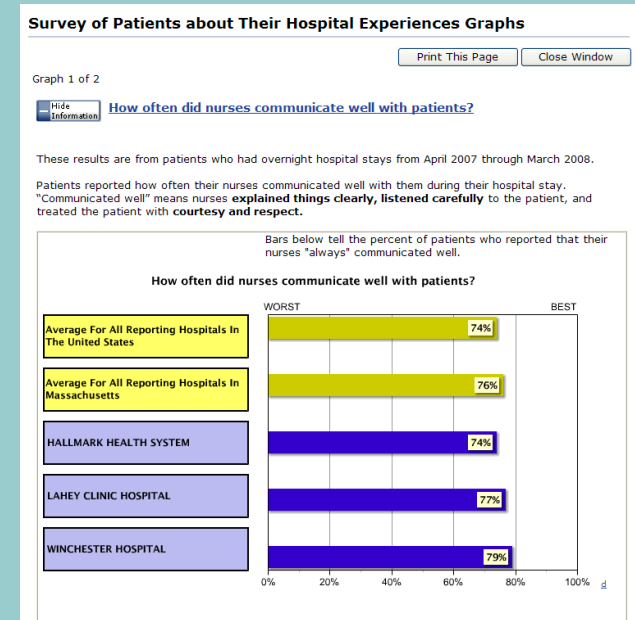
View Ratings by:

- Heart Attack
- Heart Bypass Surgery
- Heart Failure
- Maternity
- Pneumonia
- Other Conditions
- Other Surgery

Click on a hospital name for detailed ratings. Use the tabs on the left to compare this list of hospitals by conditions or procedures.  
To see the rating scales, click on any icon or [About the Ratings](#).

**Critical Care: ICU Mortality Rate**

AVERAGE	Hospital	Rate
	<a href="#">Orange Coast Memorial Medical Center</a>	10.18% (lower is better)
	<a href="#">Los Alamitos Medical Center</a>	10.96% (lower is better)
	<a href="#">Hoag Memorial Hospital Presbyterian</a>	12.45% (lower is better)
	<a href="#">Anaheim Memorial Medical Center</a>	25.13% (lower is better)



**MN Community MEASUREMENT**

## Cancer Screening Combined

**What is it?:** Cancer is a group of diseases that are classified based on the part of the body where the illness originates. Cancer is the result of uncontrolled growth and spread of abnormal cells. The causes of cancer are complex and can involve both an individual's internal make-up (such as inherited genetics) and external factors (such as exposure to tobacco, chemicals or the sun). Each type of cancer varies in how fast it grows and how it may spread in the body. Fortunately, many types of cancer can be prevented or detected early through screening procedures, including cancers of the breast, cervix and the colorectal system.

**Why is it important?:** Every year, more than a million people in the United States are told they have cancer. Cancer is the second leading cause of death in America, exceeded only by heart disease. In Minnesota, cancer is the number one killer. In 2006, an estimated 23,520 Minnesotans were diagnosed with cancer and 9,490 died from the disease. About half of Minnesotans will be diagnosed with a potentially serious cancer during their lifetime and 1 in 4 Minnesotans will die from some form of cancer. Sources: American Cancer Society

**Additional Resources:** [American Cancer Society](#) | [Centers for Disease Control and Prevention](#) | [National Cancer Institute](#)

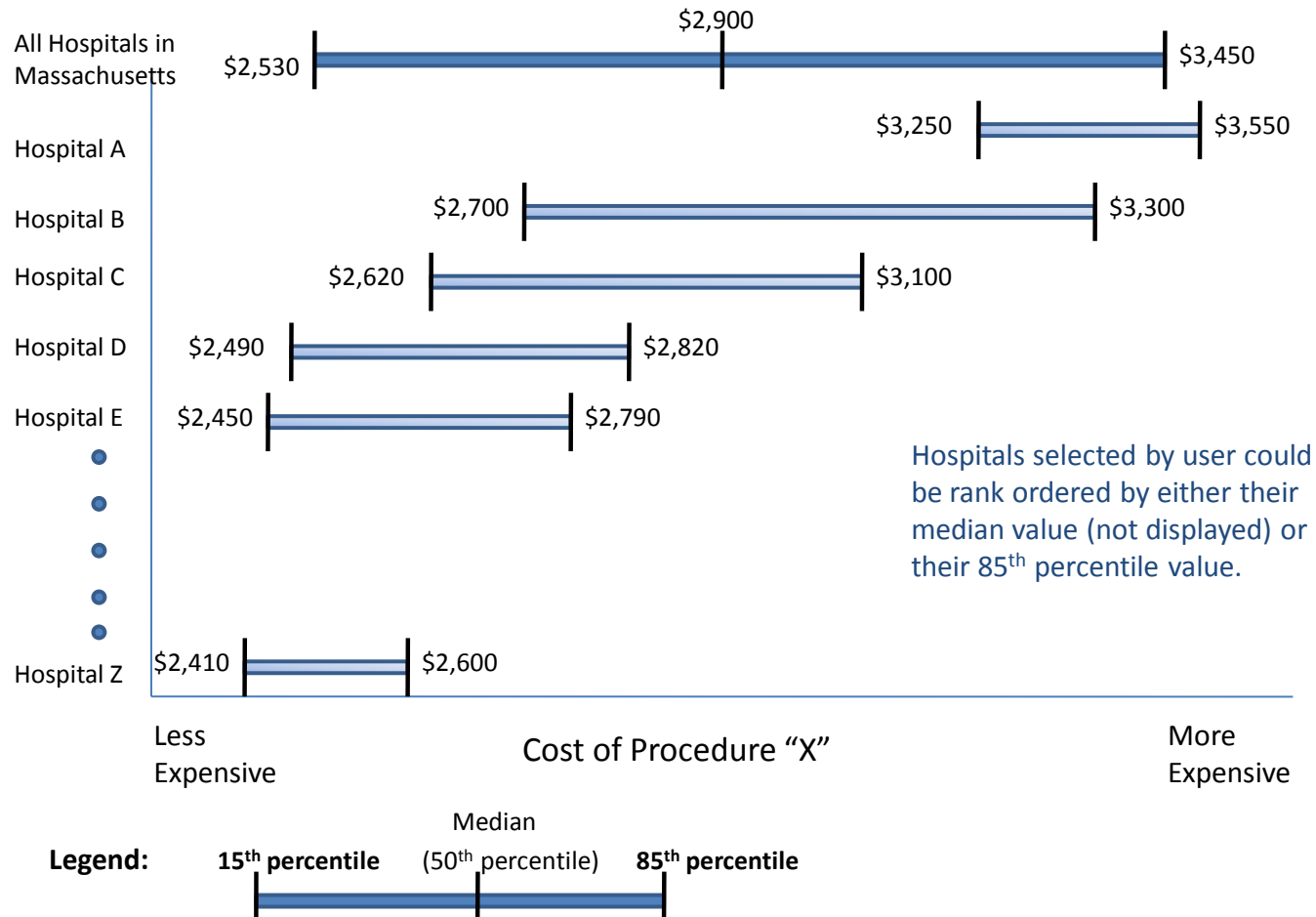
**What is this measure?:** **COMBINED CANCER SCREENING.** The percentage of adults ages 50-80 who received appropriate cancer screening services (breast, cervical, colorectal). A patient must be up-to-date for all three components to be considered up-to-date for this measure.

**How was this data collected?:** The data for this measure are collected from both health plan claims and medical record review for 2006 dates of service.

**Legend:** ★ = Below Average • ★★ = Average • ★★★ = Above Average • ■ = Cancer Screening Combined Group Average: 54%

Rating	Provider Group	Rate*
★★★★★	<a href="#">Park Nicollet Health Services</a>	65%
★★★★★	<a href="#">HealthPartners Medical Group</a>	61%
★★★★★	<a href="#">Hennepin County</a>	60%
★★★★★	<a href="#">Camden Physicians</a>	64%

# Potential Alternative Design for Costs



# Detail Information is Hidden

## Patient Experience (Show Details)

Health care should be patient-centered, which the Institute of Medicine defines as "providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.(more)

## Patient Experience

	<a href="#">Beth Israel Deaconess Medical Center</a>	<a href="#">Brigham &amp; Women's Hospital</a>	<a href="#">Caritas St. Elizabeth's Medical Center</a>	<a href="#">Mount Auburn Hospital</a>
Quality Rating	★★★★★	★★★★★	★★★★	★★★★
Statistical Significance	We cannot calculate statistical significance for this measure			

Behind these stars is all this information

## Patient Experience (Show Summary Ratings)


Health care should be patient-centered, which the Institute of Medicine defines as "providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.(more)


## Patient Experience

	<a href="#">Beth Israel Deaconess Medical Center</a>	<a href="#">Brigham &amp; Women's Hospital</a>	<a href="#">Caritas St. Elizabeth's Medical Center</a>	<a href="#">Mount Auburn Hospital</a>	<a href="#">State Wide</a>
Quality Rating	★★★★★	★★★★★	★★★★	★★★★	
Percentage of patients who gave the hospital the highest overall ratings (higher is better)	72%	77%	67%	66%	63%
Percentage of patients who said doctors always communicated well with patients (higher is better)	76%	81%	79%	79%	79%
Percentage of patients who said nurses always communicated well with patients (higher is better)	75%	79%	74%	74%	75%
Percentage of patients who said they always received help quickly from hospital staff (higher is better)	55%	65%	58%	65%	59%
Percentage of patients who said staff always explained about medicines before giving them to the patient (higher is better)	59%	60%	63%	62%	59%
Percentage of patients who said their pain was well controlled (higher is better)	66%	72%	68%	70%	68%
Percentage of patients who said the area around their room was quiet at night (higher is better)	52%	47%	47%	44%	48%
Percentage of patients who said their rooms and bathrooms were kept clean (higher is better)	65%	65%	64%	68%	68%
Percentage of patients who said they were given information about what to do during their recovery at home (higher is better)	86%	86%	86%	83%	83%
Percentage of patients who would definitely recommend the hospital to friends and family (higher is better)	79%	83%	71%	73%	70%

Data Provided by US Department of Health and Human Services Center for Medicare and Medicaid Services (CMS)

# Other Websites Allow Users to Choose How Data is Displayed


**CalHospitalCompare.org**


 A service of the California Department of Public Health  
**Rating Hospital Quality**



[EN ESPAÑOL](#)
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[RESOURCES & TOOLS](#)

Search:




**Orange Coast Memorial Medical Center**

View Ratings by:
 

- Heart Attack
- Heart Bypass Surgery
- Heart Failure
- Maternity
- Pneumonia
- Other Conditions
- Other Surgery
- View All

Click on any  to see more ratings or on any  for definitions of the measures. Use the tabs on the left to see how this hospital rates for other conditions or treatments. To print this page, use the "Print" button to the right.

To see the rating scales, click on any icon or [About the Ratings](#).

Critical Care		Current	State Average
 AVERAGE	ICU Mortality Rate	10.18% (lower is better)	13.16%
 BELOW AVERAGE	Respirator Complication Prevention	72%	85%
	Patient's head elevated	78%	93%
	Peptic ulcer medication given	90%	95%
	Blood clot prevention performed	86%	93%
Patient Safety		Current	State Average
 ABOVE AVERAGE	Surgical Care Measures	93%	92%
	Infection Prevention		
	Appropriate timing of antibiotic	97%	93%

**Orange Coast Memorial Medical Center**  
 9920 Talbert Ave.  
 Fountain Valley, CA 92708  
 (714) 378-7000  
[Discount Price Policy](#)  
[Email Hospital](#)  
[Visit Web Site](#)  
[View Map](#)

# Does Not Allow Creation of a Complete Report for a Hospital

- Users can only pull up one measure at a time, not a summary report
- Create a new page that summarizes data for one provider, with ability to convert summary sheet into a PDF or Excel file

# Some of the Pages and Links Need Clearer Labels

- Change Comparison of Providers to Comparison of **Hospitals *Summary Page*** & Comparison of Hospitals ***Detail Page***
- Enlarge link to “more” and label as “learn more about this condition”
- Insert phrase “change font size” next to font tool at top of page

# Additional Label and Link Recommendations

- “Return to search results” likely to mean *performance* results to users rather than provider name results from zip code search
  - Change to “Return to the hospital selection page”
- “Start a new search” is as likely to mean asking about performance of the same providers in a new category as selecting new providers
  - Change to “Return to home page to look in different zip code range”
- Add “Return to comparison results”, so users can get from a single hospital back to the three or four hospitals they were originally comparing

# Examples for Improving Navigation

- Use explicit step-by-step navigation procedures
- Display links to Welcome Page and New Search more prominently
- Create a Home Tab at top of the page
- Add a “Previous page” and “Next page” link to every page
- Allow for search more than 20 miles from zip code
- Change “Search provider name” to “Search hospital name” so users won’t put in MD’s name
- Place return buttons at top and bottom of each page, given length of some pages that require a lot of scrolling



# Format Issues

- Add print friendly option to avoid small, narrow output that cuts off sections from longer pages
- Redesign legend to include more white space
- Widen frame with less green on sides to decrease length of pages and scrolling

# Next Steps – Review Methodological Issues

- Statistics for comparing hospitals' paid claims-based costs (means v. medians)
- Using rankings, statistical significance or both on summary page
- Method to calculate summary score for quality
- Benchmarks
- Minimum sample sizes for reporting measures